



Notice

05 March 2024

Draft decision – 2023 review of the Water Services Code

Public consultation

The ERA has published its draft decision on the *Review of the Water Services Code of Conduct (Customer Service Standards) 2018* for public comment.

The Water Code sets standards around billing, payment, connections, metering, complaints management and financial hardship support for water licensees supplying drinking water and sewerage services.

The ERA's proposed amendments are based on issues raised in the consultation paper, public submissions received from stakeholders and advice from the [Water Code Consultative Committee](#).

One proposed change will require licensees to allow all consumers to choose between receiving a paper or electronic bill and to provide paper bills to vulnerable customers on request at no charge.

The amendments will align the Water Code with best-practice consumer protections recently introduced for electricity customers via the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#). This includes providing all residential water service customers access to interest-free and fee-free payment plans.

The ERA will consider public submissions and further advice from the Water Code Consultative Committee before making its final decision on the amendments to the Water Code.

Invitation for submissions

The ERA invites interested parties to make submissions on the draft decision.

Submissions close 4:00 pm (WST) Monday, 25 March 2024.

Submissions can be lodged online using the form on our [Current Consultations webpage](#).

Further information

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